



DataWipe Mobile Erasure User Guide

Version 1.0

CONTENTS

COPYRIGHT	3
CHAPTER 1 - PC INTERFACE.....	4
TOOLBAR	4
DEVICE HELP PANEL	5
CONNECTED.....	5
DISCONNECTED	5
COMPLETED.....	5
CHAPTER 2 - OPERATION	6
FOR ALL DEVICES.....	6
LAUNCHING DATAWIPE	6
LOGGING IN.	6
CONFIGURATION.....	6
ANDROID DEVICES	8
IPHONE DEVICES.....	11
BLACKBERRY DEVICES	12
CHAPTER 3 - TROUBLESHOOTING	13
SETUP.....	13
RUNNING DATAWIPE	13
WIPING HANDSETS.....	13
WIPING ANDROID HANDSETS	13
WIPING IPHONES.....	14
WIPING BLACKBERRY DEVICES.....	14
CONTACTING SUPPORT	14

COPYRIGHT

The copyright in this User Guide is owned by **Tabernus LLC** – contact details as stated below.

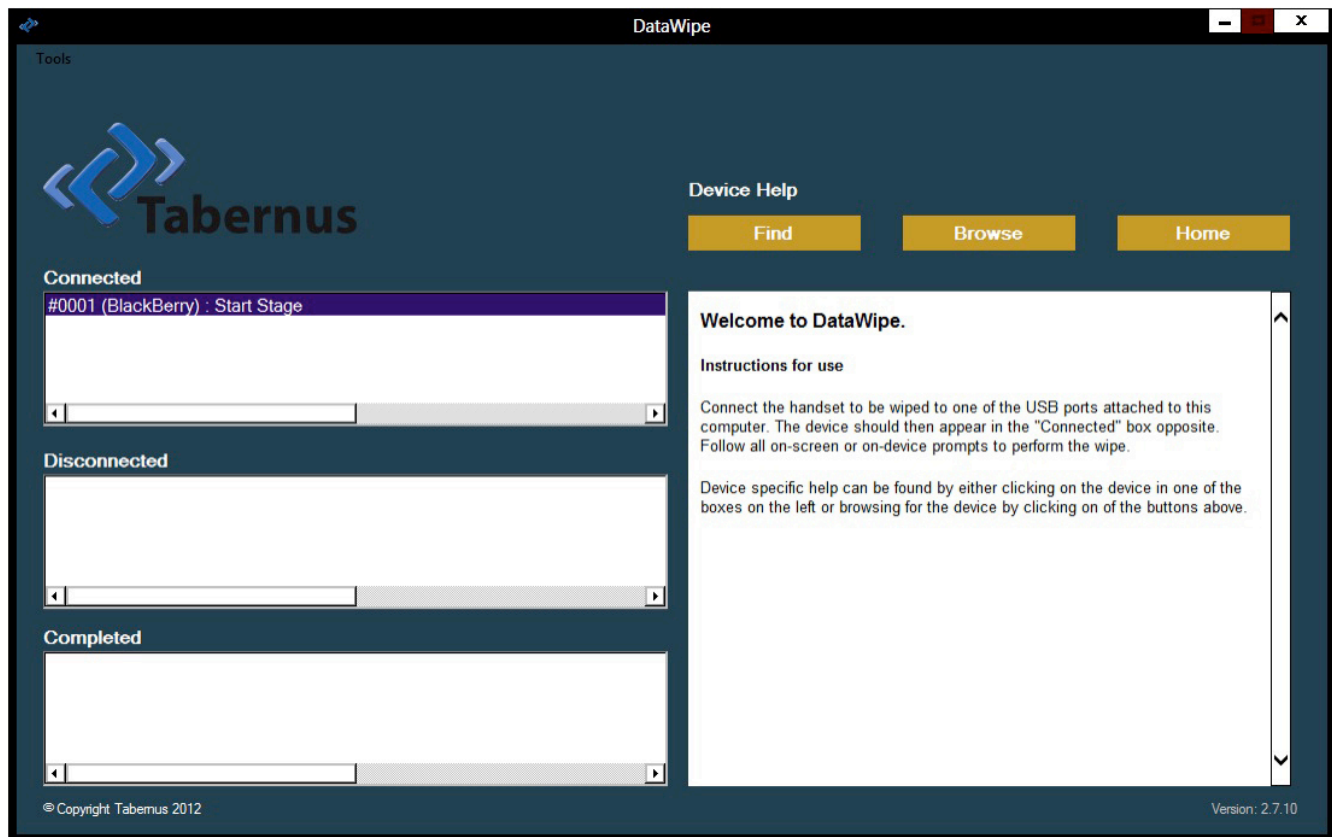
- No part of this manual, in whole or in part, may be reproduced, transferred, copied, published, photocopied or translated without the prior agreement and explicit written permission of:

Tabernus LLC, 11130 Jollyville Rd, Suite 203, Austin, TX 78759.

- All brand or product names mentioned herein are trademarks or registered trademarks of their respective holders.
- Tabernus LLC retains the right to make alterations to the content of this User Guide without the obligation to inform third parties.
- Use of Tabernus DataWipe is subject to the terms and conditions entered into between Tabernus LLC and their users.
- Access to this User Guide is strictly limited to those organizations and their duly authorised employees who have been granted written access to this User Guide. If you are not duly authorised by Tabernus LLC through your employer to access this User Guide, kindly advise support@tabernus.com.

CHAPTER 1 - PC INTERFACE

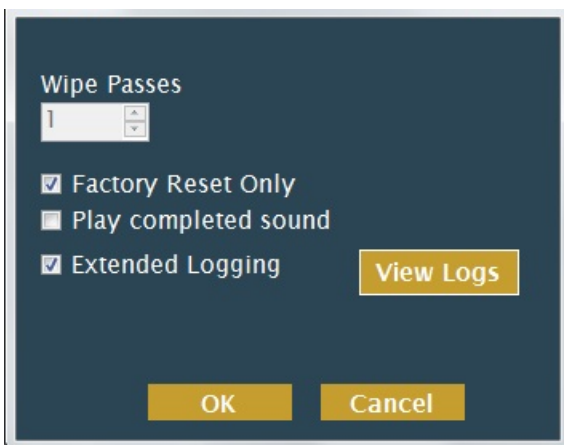
The PC screen shows the status of each device as it is processed.



Toolbar

The **Tools** menu on the Toolbar has 3 options:

1. **Settings.**
Select the **Settings** option to change any of the available setting parameters available.



- You may change the number of wipe passes that are executed during the wipe process.

- You can set Factory Reset Only for a quick, less secure wipe. When this option is selected it is not possible to change the number of wipe passes.
- You can set DataWipe to play a sound on the device when a wipe is complete.
- You can also enable extended logging. Clicking “View Logs” will display the folder containing the extended logs.
- Click **OK** to save the selected settings.

2. Clear active devices.

- Select the **Clear active devices** option to restart the DataWipe process for all devices currently being processed.

3. Clear completed devices.

- Select the **Clear completed devices** option to remove all the completed devices from the User Interface. This option should only be used after the devices have been disconnected otherwise they may be wiped again.

Device Help Panel

The Device Help Panel allows you to find and display information for devices which may have specific requirements.

- You may click on a connected device to display information for that specific device.
- The **Find** option will ask you a series of questions to help establish the model of the device.
- The **Browse** option allows you to browse through a list to find and select a relevant device.
- The **Home** option clears any displayed device information in the panel.

Connected

The **Connected** panel displays a list of the devices currently connected to and detected by DataWipe. The panel also displays the current status of the process for each connected device.

 You may reset a device currently being processed. Right-click on a device name in the DataWipe window and select the **Reset Device** option to restart the process for that device.

Disconnected

The **Disconnected** panel displays a list of devices which are disconnected from DataWipe during the wiping process. This may be due to the device going through a factory reset, for example.

 The **Disconnected** status also indicates that a device may have been unplugged.

 You may reset a device currently being processed. Right-click on a device name in the DataWipe window and select the **Reset Device** option to restart the process for that device.

Completed

The **Completed** panel displays a list of the devices which have completed the process.

CHAPTER 2 - OPERATION

For All Devices

1. Make sure that the battery of each device is fully charged.
2. Remove any memory cards.

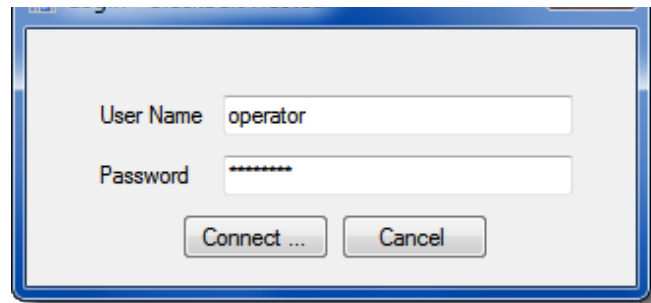
Launching DataWipe

To start DataWipe:

1. Click the **Tabernus DataWipe** icon  on the Desktop or,
2. Click the Windows **Start** button, select **All Programs**, scroll to and select **Tabernus**, then click **Tabernus DataWipe**.

Logging in.

To use the DataWipe application you must log in using the username and password supplied by your administrator.

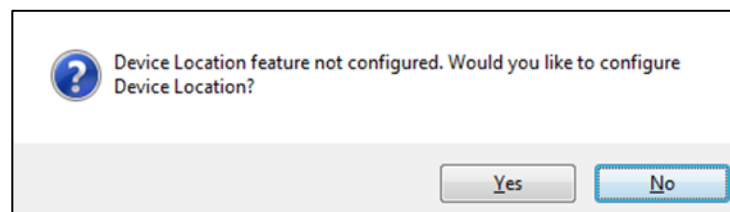


To log in:

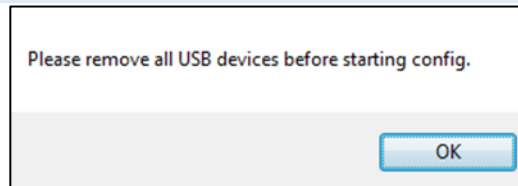
1. Type in your supplied user name and password then click the **Connect** button.
2. If successful, the DataWipe application will load.

Configuration

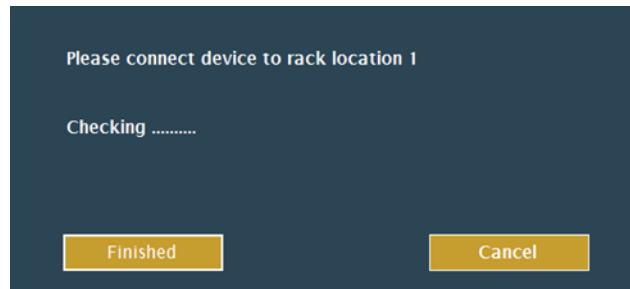
For ease of use, DataWipe will automatically detect the location of each device as it is connected to the computer. It will show the device's location at the start of each message displayed on the computer. The first time you use DataWipe you will be asked if you want to configure this feature.



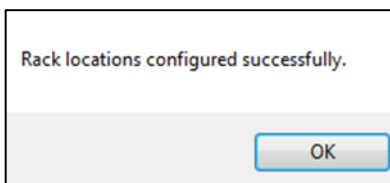
This dialog box will appear every time you run DataWipe until it has been configured. If you choose to configure this feature you will be asked to remove all USB devices.



Ensure that there are no devices connected to the rack or any other USB ports you intend to use for wiping devices and click OK. You will be asked to connect a device to port 1.



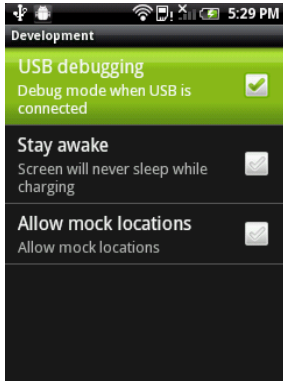
Connect any device to port 1. When it has been detected, you will be asked to connect a device to port 2. You should now remove the device from port 1 and connect it to port 2. Continue until all ports have been configured then click the **Finish** button. Configuration is now complete.



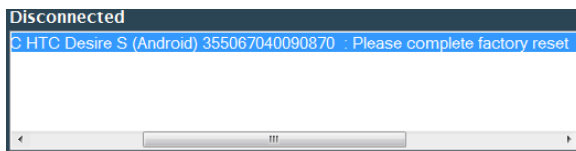
Android Devices


To wipe an Android device, first ensure that USB debugging is enabled:

1. Start the Android device.
2. Press **Menu** button.
3. Select **Settings** > **Development** (on older devices select **Settings** > **Applications** > **Development**)
4. Select the **USB Debugging** option to set the checkbox on.



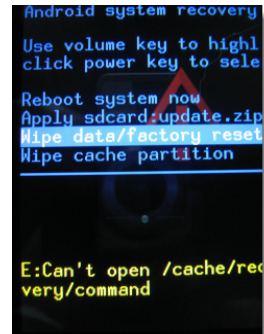
5. Connect the handset to the rack or, if you do not have a rack, a USB port on your PC. The handset may ask you to select the connection type. Ignore this.
6. You will be prompted to complete a factory reset on the device.
7. If a prompt appears on the device asking you to complete a normal factory reset you should complete the reset and go to step 13. If no such prompt appears on the device go to step 8.
8. Press the specific *Recovery Console* keys for the device.




 *The appropriate keys can be found in the device help panel by clicking the device name in the DataWipe window.*

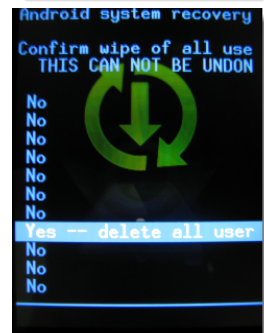


9. Select the **Wipe data/factory reset** option.

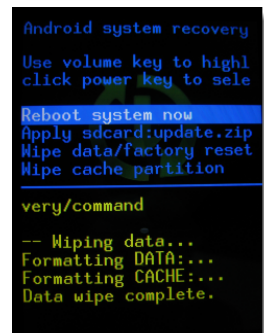


10. Select the **Yes -- delete all user data** option to re-confirm that you want to wipe all user data on this device.
11. The wiping of all data on the device commences.

 *At this stage the process cannot be stopped or undone.*



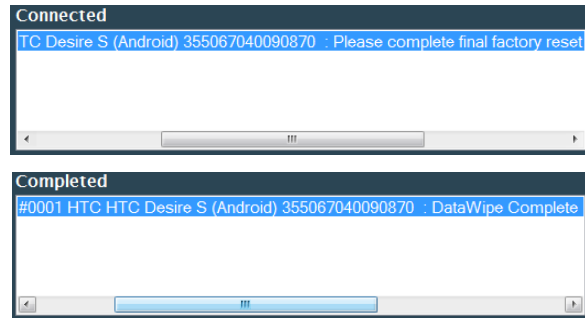
12. Select the **Reboot system now** option to reboot the device.



13. When the device reboots dismiss all setup options and re-enable USB debugging (see steps 1 to 4). You may need to disconnect the handset to enable USB debugging.
14. If you are in Factory Reset Only mode go to step 17.
15. The device indicates that the DataWipe application is now running.



16. You will be prompted to perform a normal factory reset. You should accept the factory reset on the device.
17. Finally, DataWipe indicates that the process is complete and you may disconnect the device.



iPhone Devices

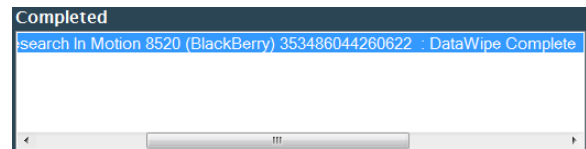
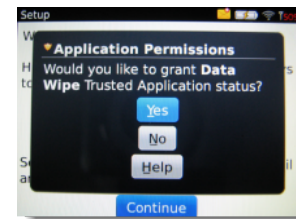
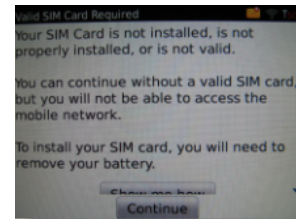
In order to process iPhone mobile handsets, please check your DataWipe software revision to ensure that it supports iPhones. Additionally, because of the unique hardware specifications, you will need an iOS Interface Unit to connect multiple iPhones to the DataWipe software.

1. To wipe the internal memory of an iPhone simply plug it in to the rack or, if you do not have a rack, a USB port on the iOS Interface Unit.
2. The wipe will proceed automatically.
3. If you are wiping a number of handsets wait 15 seconds before plugging in the next iPhone.
4. When the wipe is complete you can remove the iPhone from the rack.

Please contact your Tabernus representative on information on how to acquire an iOS Interface Unit.

Blackberry Devices

1. Connect the handset to the rack or, if you do not have a rack, a USB port on your PC.
2. The handset will reboot and you will be prompted to complete the **Setup Wizard** on the device. You do not need to do anything at this point.
3. You will be asked to grant *Trusted Application* status to **DataWipe**.
4. Press **Yes** to accept.
5. You may also be shown a second set of permissions.
6. Press the **Blackberry** key and select **Save**.
7. When DataWipe shows the "DataWipe Complete" message you may remove the handset from the rack.



CHAPTER 3 - TROUBLESHOOTING

Setup

Are there any recommended settings?

On Windows 7 click on Start then right click on Computer and select Properties. In the screen that appears click “Advanced system settings” (on the left of the screen). A dialog box will appear. Click on the Hardware tab then click the Device Installation Settings button. Select “No, let me choose what to do” and “Install driver software from Windows Update if it is not found on my computer”. Click Save Changes.

Running DataWipe

Where do I get a username and password?

Your Tabernus customer account manager will provide you with login and password for each user on your team. If you feel your user and password is not working and you have an internet connection, then contact Tabernus support.

It says it can't contact the server

Check that you have network access to the internet. If the network connections are all working correctly notify your administrator and call Tabernus support.

I haven't logged off. Why am I being asked to log in?

This is a security measure. If you do not log off you will be asked to log in again periodically.

Wiping handsets

I plugged in a device but it hasn't been detected

Check that the device is compatible with DataWipe. Check all the connections. Check that you have an appropriate device driver. Unplug the device, wait for 10 seconds then plug it in again. If you can't find any problems check the sections below for more specific help. If it still isn't working call Tabernus support.

DataWipe is not showing the locations or is showing incorrect locations

Exit DataWipe. Using Windows Explorer go to the directory where Tabernus DataWipe is installed. Go into the Racks folder and delete the Rack.xml file. When you next run DataWipe you will be asked to configure it again. The locations should then be displayed correctly.

The device is taking a long time to wipe

Wipe times vary depending on the particular handset. Even though the handset you are wiping is the same make and model as others you have wiped previously it may take a lot longer to wipe. As long as you aren't getting any error messages it will complete eventually.

Wiping Android handsets

I plugged in a device but it hasn't been detected

Check that USB debugging is enabled. If it still isn't working call Tabernus support.

The device has completed the first factory reset but is still in the disconnected box

Check that USB debugging is enabled. If it still isn't working call Tabernus support.

I am trying to wipe a Sony Ericsson device but it won't factory reset

Some Sony Ericsson devices will not factory reset unless the battery has enough charge. It is charging through the USB cable so leave it connected and it will eventually be able to reset.

I am being asked to complete the factory reset but I don't know how

Click on the device and you should see some help on the right hand side of the screen to guide you through the process. If there is no help or it appears to be incorrect call Tabernus support.

Why am I being asked to disconnect and reconnect the handset?

The PC is experiencing problems talking to the handset. Unplugging the USB cable from the handset then reconnecting it will resolve the problem.

Wiping iPhones**I plugged in an iPhone but it hasn't been detected**

Check that the iOS Interface Unit is turned on and correctly connected to the PC. If it still isn't working call Tabernus support.

I can't turn on the handset I want to wipe

It may be turned on already. Try plugging it in and see if DataWipe detects it. If not connect the handset to a charger – it will not be able to charge while it is plugged in to the iOS Interface Unit. If that does not work try holding both the home and power buttons for 15 seconds, releasing them then pressing the power button. If this still doesn't work the iPhone is probably faulty.

The handset has frozen during reboot – it is showing the Apple logo but the progress bar isn't moving across

Hold both the home and power buttons for 10 seconds then release them. The iPhone should now boot correctly.

Wiping BlackBerry devices**Why am I being asked to disconnect and reconnect the handset?**

The PC is experiencing problems talking to the handset. Unplugging the USB cable from the handset then reconnecting it will resolve the problem.

Contacting Support

Contact Tabernus Global Support via email support@tabernus.com. Describe your issue and provide your product and revision number. Provide your name, company, and best method of contact such as email or phone. A member of our support team will respond promptly.